

Non-Discrimination

Louisiana's Family Planning Waiver Program is an equal opportunity program. We can't treat you differently because of your race, color, sex, age, disability, religion, nationality, or political belief. If you think we have:

- Call the U.S. DHHS Regional Office for Civil Rights in Dallas, TX at 1+800+368-1019, and/or
- Write directly to LA Department of Health & Hospitals, P.O. Box 1349, Baton Rouge, LA 70821-1349.

Fair Hearings

If you think that any decision made on your Family Planning Waiver case has been unfair, incorrect, or was made too late, you have the right to ask for a Fair Hearing. You may contact the DHH Appeals Bureau by mailing your request directly to:

DHH Appeals Bureau
P.O. Box 4183
Baton Rouge, LA 70821-4183



Important Toll-Free Telephone Numbers

**Family Planning Waiver
Information Hotline:**
1-888-342-6207

Replacement Card:
1-888-342-6207

TTY Line:
1-800-220-5404

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Your TAKE CHARGE Louisiana Family Planning Waiver Identification Card



Advice About Your Family Planning Waiver Identification Card

- Carry your card with you at all times.
- Do not lose or damage your card.
- This is **your** card. Do not let anyone else use or borrow it.
- Show the card **before** you get a family planning waiver service or prescription.
- Keep your card even if you no longer qualify for the **TAKE CHARGE** Family Planning Waiver Program. If you qualify again, we may reactivate it.
- Do not let the medical provider keep your card.

Using Your Identification Card

You will need to show the identification card to the medical provider **every time** you get a family planning waiver service.

Your identification card will pay for family planning waiver services **if**:

- You are eligible on the date of the service;
- The service is covered by the **TAKE CHARGE** Family Planning Waiver Program; and
- The provider takes Medicaid.

If Someone Else Uses Your Identification Card...

If someone else uses your card to get family planning waiver services for themselves and the **TAKE CHARGE** Family Planning Waiver Program pays for these services, that person has committed fraud and could be punished with fines or prison. If you knowingly or willingly help someone commit fraud, you could also be held responsible.

Replacing Your Identification Card

If your card has been lost, stolen, thrown away, or damaged, you can get a new **TAKE CHARGE** medical card. Call **1-888-342-6207** get a replacement card. TTY users call: **1-800-220-5404**. These are free calls.

It could take several days for you to get your new card. During this time, you may not be able to get family planning waiver services if the provider does not have your ID number. You may call the Family Planning Waiver Hotline for information on how to get your ID number to use while you are waiting for your new card. Keep this number in a safe place.

